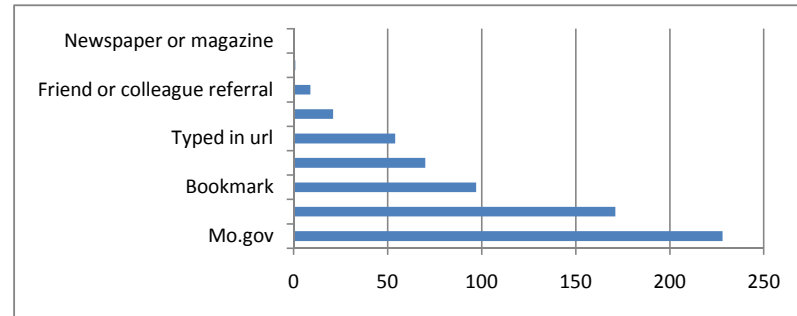


DSS Web Survey Results

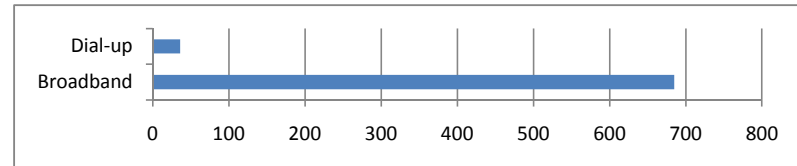
1. How did you get here today?

Mo.gov	228
Search engine (Google, Yahoo, etc.)	171
Bookmark	97
Link from another website	70
Typed in url	54
Referred by government agency	21
Friend or colleague referral	9
Television or radio	1
Newspaper or magazine	0
Skipped Question	91
Total	742



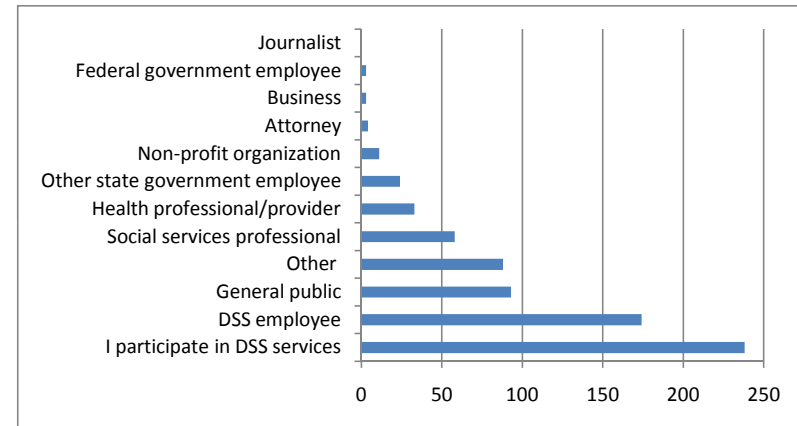
2. What Type of Internet Connection are you using?

Broadband	685
Dial-up	36
Skipped Question	21
Total	742



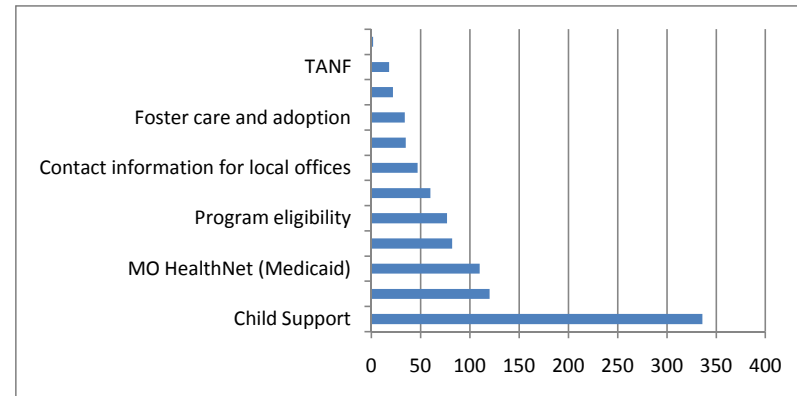
3. Which best describes you?

I participate in DSS services	238
DSS employee	174
General public	93
Other	88
Social services professional	58
Health professional/provider	33
Other state government employee	24
Non-profit organization	11
Attorney	4
Business	3
Federal government employee	3
Journalist	0
Skipped Question	13
Total	742



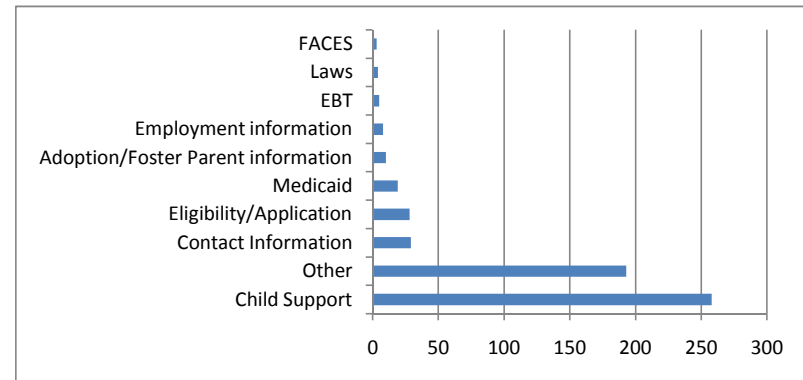
4. What information are you seeking today? (multiple responses possible)

Child Support	336
Other	120
MO HealthNet (Medicaid)	110
General program information	82
Program eligibility	77
Food Stamps	60
Contact information for local offices	47
Child abuse or neglect	35
Foster care and adoption	34
Division of Youth Services	22
TANF	18
Rehabilitation Services for the Blind	2
Skipped Question	122
Total	1065



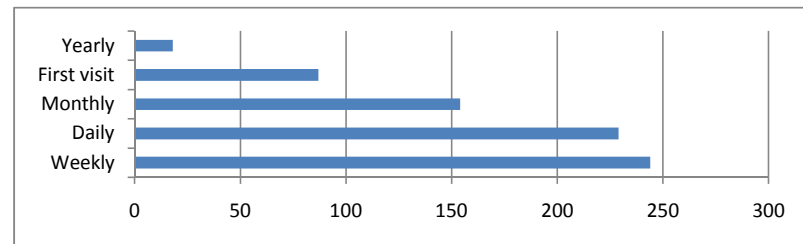
5. What task are you trying to accomplish?

Child Support	258
Other	193
Contact Information	29
Eligibility/Application	28
Medicaid	19
Adoption/Foster Parent information	10
Employment information	8
EBT	5
Laws	4
FACES	3
Skipped Question	185
Total	742



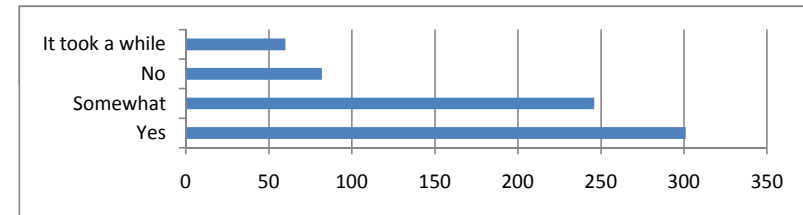
6. How often do you visit the DSS Web site?

Weekly	244
Daily	229
Monthly	154
First visit	87
Yearly	18
Skipped Question	10
Total	742



7. If you have visited before, could you find the information quickly?

Yes	301
Somewhat	246
No	82
It took a while	60
Skipped Question	53
Total	742



8. How do you think the DSS Web site can be improved?

Child Support	140
Design	84
Comment	74
Content	61
Other	42
Applications	18
MO Health Net	8
Children's Division	4
Employment	3
Problems to fix (corrected)	2
Family Services Division	2
Division of Youth Services	1
Skipped Question	303
Total	742

